## **Customer Service Standards - Commodity Procurement**

## Our Pledge to You

AMS's Commodity Procurement staffs are dedicated to serving American agriculture. We contract with vendors to procure U.S. products for distribution in Federal Food assistance programs.

- As a contractor or potential contractor with AMS, you can expect the following:
  - We will operate a program that is open, fair, and accessible, including:
  - o Clear, accurate, and complete requirements;
  - o Explicit identification of applicable documents;
  - o Confidentiality of bid information prior to award;
  - o Prompt awards based only on price and other factors described in the Announcement or Invitation; and
  - o Public announcements of all award information.
- We will, upon receipt of a complete and proper invoice, make payment in accordance with the Prompt Payment Act.
- We will respond to you request or concerns within a day or provide you an expected completion date.
- We will continuously improve the program, and will include you in that process by providing opportunities and methods for you to contribute your views on purchase policies and procedures.